

# PERSONNEL INSIGHTS

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1 July 2001

## Comments From Our Branch Chief



### Quick Info

Did You Know You Can Register On-line for Career Programs?  
<http://www.afpc.randolph.af.mil/cp>

### Services Directory

#### AFPC Civilian Employment Internet Addresses

Civilian Employment Home Page:

<http://www.afpc.randolph.af.mil/afjobs>

Directorate of Civilian Personnel Home Page:

<http://www.afpc.randolph.af.mil/dpc>

Office of Personnel Management (OPM)

Home Page - <http://www.opm.gov>

Human Resources References - <http://www.opm.gov/references/>

USAJobs - <http://www.usajobs.opm.gov>

Veterans - <http://www.opm.gov/veterans/>

VetGuide/VetsInfo Guide - <http://www.opm.gov/veterans/index.htm>

People With Disabilities - <http://www.opm.gov/disability/>

Students - <http://www.usajobs.opm.gov/b4.htm>

Reduction In Force (RIF) -

<http://www.opm.gov/rif/general/rifmenu.htm>

Retraining Centers "One-Stop Centers" -

<http://www.opm.gov/rif/general/onestop.htm>

#### Other Information

Veteran's Preference Advisor -

<http://www.dol.gov/dol/vets/public/programs/programs/preference/main.htm>

America's Job Bank - <http://www.ajb.org>

Dept of Veterans Affairs - <http://www.va.gov/>

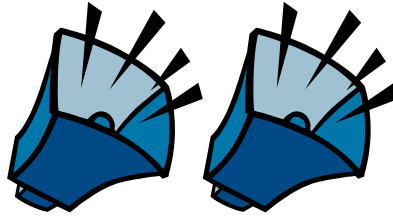
Defense Finance and Accounting Service (DFAS) -

<http://www.dfas.mil>

- Employee/Member Self service (E/MSS) system -  
<http://www.dfas.mil/emss/>

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## Customer Feedback Surveys

***Are you satisfied with our service?*** This question is very important to our goal of providing the best possible service to our customers. With your input, we can continue to pinpoint problem areas and make improvements to our work processes. All referral certificates include a Customer Feedback Survey. The survey canvasses your level of satisfaction in areas such as timeliness of our referrals; number and quality of candidates referred; the courtesy of our staff, and also solicits your suggestions.

Of course, the first instinct of any DISSatisfied customer is to ***pick up that survey! fill it out! send it in!*** We welcome these surveys, but hopefully, you will also take time to provide some constructive comments. A staff member will try to contact customers who are unhappy with our

services to provide assistance and clarify or resolve any issues.

We also have many Satisfied customers who many times do not fill out surveys because they are . . . simply satisfied. These surveys are also important to us. They provide feedback and encouragement to your servicing staffers who work hard at meeting your personnel needs. It also helps to reinforce those work processes that **are** working well.

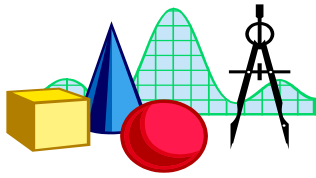
Currently, few surveys are returned. Without your feedback, it is difficult to assess the value of our services and/or any changes we make. When you receive a referral certificate, please take time to complete and return the survey. Good or bad, we welcome your comments.

Here are the results from the surveys received to date:

1 = Very Dissatisfied    2 = Dissatisfied    3 = Neither Satisfied/Dissatisfied    4 = Satisfied    5 = Very Satisfied

### **Staffing Services Averages**

- |  |   |
|--|---|
| 1. Timeliness of Referral Certificates - <b>4.21</b>   | 5. AFPC Courtesy to Customers - <b>4.52</b>         |
| 2. Number of Candidates on Certificates - <b>4.22</b>  | 6. Accuracy of AFPC Information - <b>4.46</b>       |
| 3. Quality of Candidates on Certificates - <b>4.16</b> | 7. Overall Rating of AFPC Performance - <b>3.90</b> |
| 4. AFPC Responsiveness to Customers - <b>4.20</b>      |   |



## **Qualification Requirements for 1102 Contracting Positions**

The FY-01 National Defense Authorization Act, section 1724 signed 30 Oct 2000 requires new qualification requirements for all new entrants in the GS-1102 occupational series, contracting officers, and similar military positions.

The biggest change is education requirement. It requires a bachelor's degree **and** at least 24 semester hours in the following disciplines: business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, and organization and management. (Note: The additional 24 semester hours are not required if the bachelor's degree includes the specified courses.) The "old" DAWIA required degree **or** 24 semester hours.

In addition contracting officers have to complete mandatory contracting training courses, possess two years of 1102 experience, and have additional warrants.

These changes and more detailed instructions can be found at:

<http://www/afpc.randolph.af.mil/resweb/education.htm>

## **Outside the Register (OTR) Temporary Positions**

OPM recently notified the Air Force in an evaluation report to "take steps to ensure temporary positions are filled under competitive examining procedures. Use 5 CFR Part 333 to fill temporary appointments only when there are sufficient eligible candidates."

If management needs to expand recruitment beyond non-status applicants (e.g., VRA Reinstatements, Transfers, etc.), the CPF will use the AFPC DEU procedures to fill the position. If

competitive examining results in insufficient candidates, the DEU will notify the CPF. As in any recruitment process, the selecting official must then decide how to proceed. When the register contains insufficient candidates, the CPF can send the PAR to the AFPC staffing team to recruit OTR.



## **AFPC Summer Unit 2001**

The first ever centralized AFPC Summer Unit officially stood up on 1 Mar 01 headed by the Eastern Region. This new business process streamlined the summer hire employment program, gave one stop shopping for the Air Personnel Center (AFPC), Civilian Personnel Flights (CPF), and applicants. It allowed the AFPC regions to continue business as usual. The AFPC Summer Program Working Group began work in Nov 00 to stand up this new unit and many of the decisions were driven by the anticipated deployment of the Modern System and lessons learned from past summer programs. The Summer Program website and a structured timeline were much needed tools that have produced good efficiencies and helped the program to be even more successful than past years. The first accession was processed 30 April 01 and to date, the unit has processed approximately 3,530 accession actions. The heaviest pay period was 1,480 actions. The summer may be half over, but the unit will continue to process actions such as extensions and resignations until 30 Sep 01. The Summer Unit is currently working on projects to include calculating Service Computation Dates (SCDs) for those with prior service. Next year's team will rotate to the Western Region and will begin early to look at the program for 2002. AFPC hopes to receive many answered surveys at the end of the program to assist the 2002 team effort for a continued Centralized AFPC Summer Unit.



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### **Examining Options for Clerical and Administrative Support Positions and Changes to Delegated Examining Services**

We recently received information the OPM has approved a change to the Qualifications Standards for Clerical and Administrative Support Positions. To afford agencies as much flexibility as possible to compete in the tight labor market, the written test requirement for these positions is eliminated. Experience and education requirements are unchanged. Agencies must still use job-related assessment tools when making competitive appointments under a delegated examining authority or when using Outside-the-Register selection procedures under 5 CFR 333. Some of the assessment tools available are: commercially available written tests, rating schedules and crediting plans, work samples, structured interviews, and OPM examining services.

### **Pre-positioned External Resumes**

With an eye on finding flexibilities for our selecting officials, AFPC will introduce a new external application business process that we call “pre-positioned” resume. This new process will afford us the ability to be more responsive by

pulling a referral the first business day following the closing date of an announcement - - we no longer need to wait 5-business days for the processing of resumes. To be considered for civil service employment at AFPC serviced installations, applicants must have a resume and supplemental data on file prior to self-nominating for vacancies. AFPC maintains a resume database inventory (RESUMIX) and we encourage applicants to submit a resume and supplemental data questions if they are interested in employment with the Air Force - - do not wait until a job vacancy is announced. In addition, we will extend the expiration date of resumes from 180 days to one year. More to come!

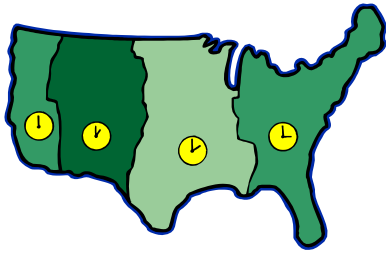
### **5% Premium Pay for Air Traffic Controllers (ATC)**

The secretary of Defense is authorized to pay 5 percent to some DoD Air Traffic Controllers (ATC) based on changes to 5 USC 5546(a)(1).

Premium pay may be paid only to employees whose duties are consistent with the provision of the statutory authority. In ATC lingo it will be those employees who “separate the metal”. Components must review these provisions carefully and document this information for each employee.

The premium pay was effective 28 April 2001 and all MAJCOMS have been notified about workaround procedures for personnel and payroll data systems. Employees will not receive a Personnel Action, SF-50 but an increase in their pay.

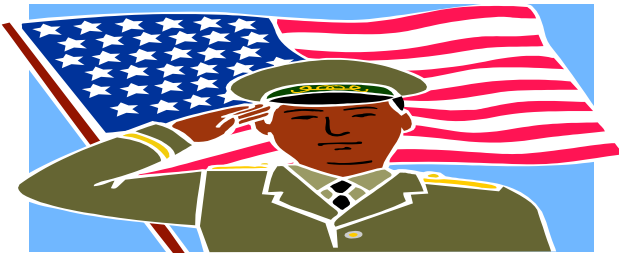
It can be implemented and will be retroactive as soon as components fulfill their labor relations obligations under 5 USC Chapter 71.



## **More Bases and Movement of Service**

AFPC recently transitioned Lackland AFB and Maxwell AFB to the Central Region. The service for Charleston AFB and McChord AFB has been moved to the Eastern Region. The service for Nellis AFB, Whiteman AFB, and Mt Home have been moved to the Western Region. These changes will help structure toward servicing by MAJCOMS.

We expect to make some more moves in the future and trust this will provide more efficient and consistent service for our customers.



## **Crediting Military Retiree's Service**

We need your help in crediting military retiree's service.

Section 6303 of title 5, United States Code, restricts the amount of leave accrual credit military retirees receive for their active duty service. Generally, all service is creditable if the retirement is based on a disability resulting from an armed conflict or instrumentality of war. If not, credit is limited to service *during a war or in a campaign or expedition for which a campaign badge has been authorized*.

When a retiree's DD 214 does not show the exact dates of service in a campaign or expedition, we use the SF 813, Verification of a Military Retiree's Service in Nonwartime Campaigns or Expeditions, to request that information. This form is completed as new employees in-process. The retiree lists the campaigns on the form, the Civilian Personnel Flights sends the form to the appropriate Personnel Center; upon validating the service, the Personnel Center forwards the form to us (AFPC). We, in turn, process the resulting change in service computation date (SCD).

Here's our dilemma. We have no record of whether the form has been initiated; you have no record of whether the form was returned by the Records Center. It is taking 7 to 10 months for the Records Center to verify the service and return the form. This means close to a year may have passed before we realize the form was not initiated (or lost).

In fact, the Air Force Evaluation Team has written us up (numerous times) for the lack of evidence that the SF-813 form was initiated to verify creditable active duty service.

Eventually, new employees will complete this form over the web; until then, we must rely on you to complete the form (and you on us to credit validated service). In the interim, please be aware of this dilemma. You can help by providing us courtesy copies of the 813 form. You may want to establish a suspense file to assure the SCD is adjusted. Finally, you can help by providing your file copy of the form when/if the appointment is included in the next AF Evaluation.

